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### *Helpful Tips related to filing for Unemployment Benefits*

- Be sure you are calling the right telephone number.
  - Ø **Call 1-877-214-3330** if you do not have an active claim or it has been more than two weeks since you filed a weekly claim. At this time, this is the only way to establish an unemployment claim.
  - Ø **Call 1-877-214-3332** if you have questions about an active claim. (See below for other options in getting questions answered.)
- You'll know when you've connected to a line as you'll be greeted by an automated telephone system welcoming you. Don't hang up – your call is in queue for service.
- After you answer the automated questions, your call will automatically be placed in queue to speak with the next available Customer Service Representative.
- If you have having trouble getting connected, we encourage callers to use the re-dial feature on their telephone, which will increase the chances of their call connecting to one of the 48 lines as soon as a line become available.
- Historically mid-week afternoons are the best time to call; Mondays and Fridays will render the most frustration in getting through and/or having a short wait time.
- Information detailing when a check was last issued is available on the self-service IVR system (1-800-983-2300) or in the Unemployment Claimant Application, located on the left hand side of every web page on our site found at [www.labor.vermont.gov](http://www.labor.vermont.gov).
- Other general information is available in our "Frequently Asked Questions" found at <http://labor.vermont.gov/Default.aspx?tabid=361>, with more limited information available on the IVR.
- Please remember – Sunday is not the only day to file your weekly claim. An individual actually has until 4:30 the Friday following the Saturday week ending date being claimed. Filing the weekly claim can be done through the internet application or IVR system indicated above – provided you filed a claim the prior week.
- If you are trying to file a weekly claim and get the message that your social security number is not valid, it generally means you have missed a week of filing.
  - Ø If it has been more than 14 days since you last filed a weekly claim, you need to call the Initial Claims Line at 1-877-214-3330.
  - Ø If you have already established an initial claim, but failed to file a weekly claim the previous week, you should call the Claimant Assistance Line at 1-877-214-3332.

